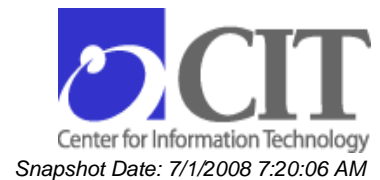


Customer Service Report for ASB

For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ASR											
Colocation-OFF	0	0	0	2	0	1	0	0	1	0	0
Colocation-ON	0	0	0	3	0	1	0	0	2	0	0
Other	0	0	0	8	0	6	0	0	2	0	0
Unix	0	0	0	5	0	3	0	0	2	0	0
CIT Categories											
Net/Site/Problem Report	0	2	0	0	0	0	2	0	0	0	0
Connectivity											
Connect Direct	0	1	0	0	0	0	0	0	1	0	0
VPN	0	1	0	0	0	0	1	0	0	0	0
OS/390											
Printer/VPS	0	0	0	14	0	1	0	0	13	0	0
Security & RACF	0	1	0	0	0	0	0	0	1	0	0
Grand Total:	0	5	0	32	0	12	3	0	22	0	0

Total Tickets Closed:	22
Total Tickets Assigned/Pending/Checked Out:	15
Total Tickets Created:	37